

## Handling webeyeSOS alarms

### Accessing the alarm list

To begin handling webeyeSOS alarms, you will need to navigate to your *Alarm List*. To do this, select the bell icon from the menu.

### Viewing an alarm

On receipt of an alarm, you may receive an audible alert or a visual popup notification. This would be dependant on your default alarm list notification type. This can be changed by editing your *profile*. Once any notifications have been dismissed, you will see an alarm entry (Fig1). This will detail the time and date that the alarm was received, site information and the alarm type. Select the entry from the list to display more information and begin handling the alarm.

Fig1: Alarm List/New Alarm

OPENED	OPENED BY	READ STATUS	SITE	GROUP	HANDLER
2019-05-22 at 11:33	Panic with GPS location d...	Open	Patrol Route 1	Belltower Security Associates	

### Handling the alarm

Once opened, you will be presented with a list of any signals received, along with timestamps of when the alarm was received. There are multiple alarm descriptors that provide more information about the alarm and how it was generated:

#### Panic

A Panic alarm signifies that a user has manually pressed the *Help!* button on the device or has triggered an alert using a shake event or the power button method.

#### Missed Check-In

A missed Check-In alarm is created when a user fails to acknowledge a Check-in prompt. Check-In prompts will appear periodically at defined intervals and require user verification to dismiss, if these are not actioned, a Missed Check-In alarm will be transmitted.

#### Mandown Event

A Mandown Event is generated when an enabled device is left stationary for a certain time threshold. The time threshold is user configurable, and an imminent alarm prompt will be presented to the user when the time threshold is approaching. User verification is also required to dismiss this alert.

## Cancel Alarm

A Cancel Alarm signal is manually generated by a user. These can be sent if the user believes that an alarm was generated unintentionally. To protect the user, verification is required to send an Alarm Cancel. If the user is under duress, they can instead use their Duress Code to inform the monitoring station of this.

## User Under Duress

This alarm is generated when a user enters their Duress Code at any point where the app requires user verification. The app will perform and behave as expected to protect the user, while discreetly informing the monitoring station that the user may be at risk.

## webeyeSOS App Termination

This alarm is generated when a user forcibly closes the webeyeSOS application, preventing it from running. An initial location update will be posted when the alarm is generated but **no further location updates will occur**.

## Live tracking through an alarm

When viewing any type of SOS alarm, tracking will be initiated, and the device can be located on a map. To do this, select the alarm signal from the list.

A map will load showing the location of the device at the point of alarm generation. GPS updates will then be presented every ten seconds. Location updates will be automatically pinned to the map, and can be cycled through using the arrow keys. Each location update will have a timestamp and lat/long coordinates. The map function is interactive and carries similar features to Google Maps such as zooming and dragging.

An audio clip will also be recorded at the time of alarm generation. Once received, this can be played by pressing the play button above the map.


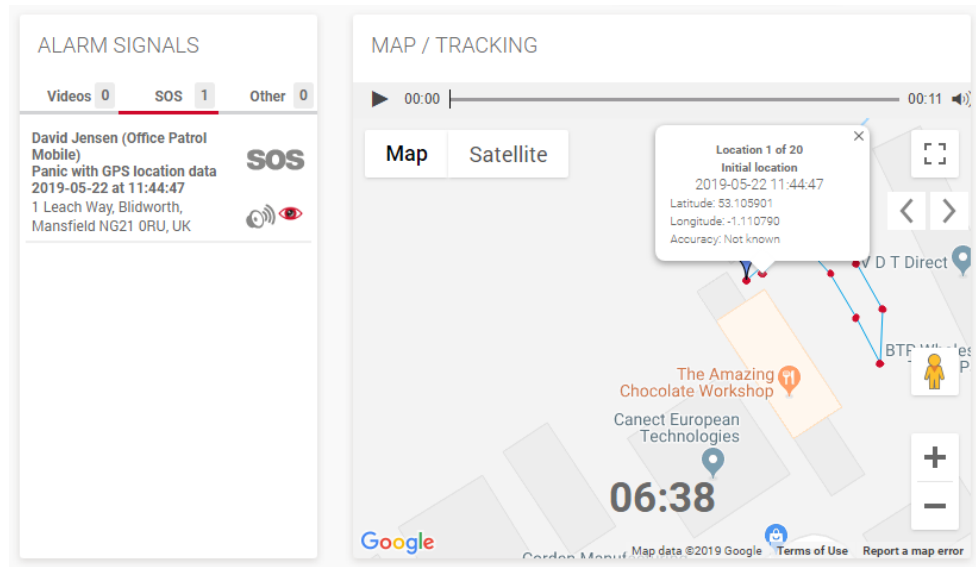


By default, tracking is performed for 10 minutes after alarm generation, pressing the  icon from the **Signals** list can extend this for a further 10 minutes. This action can be done repeatedly as necessary.

Fig2: Tracking View



## TrackMe

TrackMe is a live tracking function that allows a user to be tracked by an alarm operator in real time without generating an alarm. This is usually performed when close supervision is required by a third party.

Active TrackMe events can be seen by selecting TrackMe from the menu. These events can be individually selected and will function similar to SOS alarms. Location updates will be posted every 10 seconds, and the same map functions will be available. Tracking information is provided for 30 mins by default and can be extended by pressing the  icon. The tracking session can be ended prematurely by pressing the  icon or by the user directly through the mobile application.

